

**AMENDMENT 2  
TO RFP #345.01-201**

This Request for Proposal is hereby amended as follows:

1. Delete RFP Table of Contents in its entirety, and insert the following in its place:

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- 5 PROPOSAL EVALUATION and CONTRACT AWARD
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  - 6.1 *pro forma contract*

**Contract Attachments:**  
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Attachment B: Existing Systems Replaced, Technical Descriptions  
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  - 6.11 Requirement Evaluation Template
  - 6.12 Proposed State Standard Software for V.I.P. Technical Architecture Template
  - 6.13 Proposed Non-State Standard Software for V.I.P. Technical Architecture Template

2. Delete RFP Section 3.3.4 in its entirety, and insert the following in its place:
  - 3.3.4 The proposed cost shall incorporate all costs for services under the contract for the total contract period, including the initial cost for Pre-Existing Application Software, Custom-Developed Application Software, Non-State Standard Third-Party Software, COTS, Frameworks, Add-Ons, Plug-Ins, and Components to Plug-Ins, and all associated annual license fees and product upgrade fees for the duration of the contract. See Attachment 6.10 for definitions of software types.
3. Delete RFP Attachment 6.1, *pro forma* Contract Section A. in its entirety, and insert the following in its place:
  - A. SCOPE OF SERVICES: The Contractor is to provide the State with services as set forth in this Scope of Services and the State's Request for Proposal number 345.01-201 (hereinafter referred to as the "RFP"), issued on June 17, 2005, and including any subsequent amendments, which are incorporated herein and made a part of this Contract.
4. Delete RFP Attachment 6.1, *pro forma* Contract Section A.1. paragraph 2 in its entirety, and insert the following in its place:
  - A.1. (paragraph 2) The Contractor shall provide an application that is designed to utilize common and reusable components and that is modular, scaleable, and flexible in design. The Contractor shall provide a detailed product development methodology that is tailored to support the development and implementation of the application that will be provided in accordance with the terms of this Contract. The Contractor shall utilize this methodology and development standards in the development of the V.I.P. to promote application consistency and continued flexibility of the application for the life of the V.I.P.
5. Delete RFP Attachment 6.1, *pro forma* Contract Section A.4.b. in its entirety, and insert the following in its place:
  - A.4.b. Framework Application Integrated into State Environment in Accordance with State Architecture. The Contractor shall support the State project technical staff in integrating the framework application into the State's hardware and software architecture environment, in accordance with State-approved standards.

The application and Web presentation components shall utilize Web Sphere Application Server V5 (or higher) running on the z/OS operating system on an IBM z990 2084-305 mainframe server. The operating system shall be z/OS V1.4 (or higher).

The data base engine shall be DB2 V7 (or higher) or Oracle 9i (or higher). If the DB2 V7 (or higher) database engine is selected, it must run on the State's IBM z990 2084-305 mainframe server, under z/OS V1.4 (or higher). If the Oracle 9i (or higher) database engine is selected, it must run on one of the following: the IBM z990 2084-305 mainframe server under z/OS V1.4 (or higher), on the IBM z990 2084-305 mainframe server under SUSE z/Linux Enterprise Server 9, or in a SUN server environment under the Solaris 9 (or higher) operating system.
6. Delete RFP Attachment 6.1, *pro forma* Contract Section A.4.c. in its entirety, and insert the following in its place:

A.4.c. Mandatory Requirements for Non-Standard Application Development and Support Software Products. The State shall consider allowing non-State standard software within the following Application Development and Support Software categories (using Architecture Categories, Sub-Categories, and Product Categories defined in RFP Attachment 6.1, *pro forma* Contract Attachment J, Tennessee Information Resources Architecture):

Architecture Sub-Category	Product Category
<b>Application Architecture</b>	
Application Change Management	Application Change Management
Application Development	Languages (See RFP Attachment 6.1, <i>pro forma</i> Contract Attachment G, Reference Number and Requirement GT9)
Application Development	Tools & Utilities
Application Development	Web Application Development Tools
Application Development	Web Graphical User Interface Development Tools
Output Management	Output Management
<b>Data Architecture</b>	
Data Management	Database Middleware
Data Management	Data Quality
Data Management	Data Translator
Data Management	Extract, Transform, and Load
Database Storage	Database Change Management
<b>Information Architecture</b>	
Business Intelligence	Data Mining
Business Intelligence	Information Delivery
Business Intelligence	Query/Reporting
<b>Systems Management Architecture</b>	
Monitoring	Performance Tuning
Training	Computer Based Training

The application software solution (framework and other pre-existing application software) is considered non-standard since there is no corresponding category in the State's Information Resources Architecture.

For non-standard application development and support software product(s) implemented in addition to or in lieu of the State's Information Resources Architecture, the Contractor shall meet the following requirements:

- 1) The product(s) shall be currently marketed, and the product shall have been generally available for twelve (12) months prior to the Contract signing.
- 2) The product(s) shall be operational in a production environment similar to and supporting the State volumes of clients and programs.
- 3) The product(s) shall be fully supported by the product manufacturer. At a minimum this support shall include the availability of maintenance contracts that provide for product upgrades, onsite support, on-line support, and telephone support 24 hours per day X 365 days per year.
- 4) The product(s) shall be compatible with the State's hardware, operating system software, network hardware and software, and the database management system's (DBMS's) technical environment identified for this project.
- 5) The product(s) manufacturer shall have no stated intent to discontinue upgrades and maintenance of the product.

During the course of the contract period, the State must approve the use of any non-State standard software, and is under no obligation to accept any deviations from any standards.

7. Delete RFP Attachment 6.1, *pro forma* Contract Section A.4.f. in its entirety, and insert the following in its place:

A.4.f. Contractor Software Procurement. The Contractor shall procure:

- 1) all Non-State Standard Software for use in the V.I.P. (Pre-Existing Application Software, Custom-Developed Application Software, Non-State Standard Third-Party Software, COTS, Frameworks, Add-Ons, Plug-Ins, and Components to Plug-Ins).
- 2) all State Standard Software not identified in the Contractor's Proposal for use in the V.I.P. (Pre-Existing Application Software, Custom-Developed Application Software, State Standard Third-Party Software, COTS, Frameworks, Add-Ons, Plug-Ins, and Components to Plug-Ins).

8. Delete RFP Attachment 6.1, *pro forma* Contract Section A.12. in its entirety, and insert the following in its place:

A.12. State Project Team. State roles and full-time equivalents (FTE's) that have been allocated to the V.I.P. project are described in the following sections. During the contract term, State staff will not report to Contractor staff, and Contractor staff will not assign tasks to State staff. State staff will not be responsible for the completion of contractor-assigned deliverables per this contract.

9. Delete RFP Attachment 6.1, *pro forma* Contract Section A.12.e. in its entirety, and insert the following in its place:

A.12.e. Other State Project Staff Assignments. The State shall assign staff to key project roles, as described in the Role Tables below, to participate with the Contractor's staff in all Project Management Processes and Product Development Phases as outlined in the State's IT Methodology. At the State's discretion, State personnel may be substituted, added, or removed.

PROJECT ROLE	FTE ESTIMATE
<b>DHS Program Unit Staff</b>	
V.I.P. Project Sponsor (1 @ 20%)	0.20
FA Systems Director (1 @ 95%)	0.95
FA Director (1 @ 10%)	0.10
FA Service Center Director (1 @ 10%)	0.10
FA Program Directors (6 @ 20%)	1.20
FA Program Manager (4 @ 100%, 1 @ 75% and 1 @ 40%)	5.15
FA Program Coordinator (1 @ 100% and 1 @ 50%)	1.50
FA District Staff (8 @ 100%)	8.00
FA District Staff for Implementation Planning (8 @ 50%)	4.00
FA Training Director (1 @ 50%)	0.50
FA Training Officers (6 @ 50%)	3.00
FA Program Manager for Testing (1 @ 50%)	0.50
FA Specialists for Testing (2 @ 50%)	1.00
FA Program Supervisor – Child Care Eligibility (1 @ 75%)	0.75
Assistant Director of Investigation (1 @ 75%)	0.75
Investigator Specialist (2 @ 50%)	1.00
Fiscal Services Director (1 @ 20%)	.20
Fiscal Services FTE (1 @ 50%)	.50
DCS Program Staff (3 @ 30%)	.90
CSR Program Staff (1 @ 50%)	.50
<b>Total Program FTE's</b>	<b>30.80</b>

DHS Program Unit Staff roles shall provide and validate requirements for the application, act as program/policy subject matter experts, participate in user acceptance testing, and provide and roll out end user training.

PROJECT ROLE	FTE ESTIMATE
<b>DHS Information Systems (IS) Staff</b>	
Information Systems Director 4 (1 @ 25%)	0.25
Contract Manager (1 @ 80%)	0.80
Project Coordinator (1 @ 95%)	0.95
ACCENT Project Director (1 @ 80%)	0.80
ACCENT Project Manager (1 @ 20%)	0.20
Information Manager 3 (1 @ 100%, 1 @ 50%)	1.50
Information Systems Consultant (1 @ 100%)	1.00
Information Systems Supervisor (3 @ 50%)	1.50
Programmer Analyst 4 (2 @ 100%)	2.00
Programmer Analyst 3 (4 @ 100%)	4.00
Information Systems Analyst 4 (2 @ 50%, 1 @ 100%)	2.00
Information Systems Analyst 3 (2 @ 50%, 1 @ 100%)	2.00
Information Systems Analyst 2 (2 @ 100%)	2.00
Information Systems Manager 2 Test Manager (1 @ 100%)	1.00
Information Systems Analyst Supervisor (1 @ 50%)	0.50
Information Systems Analyst 4 (2 @ 50%)	1.00

Telecommunications Analyst (2 @ 50%)	1.00
Information Systems Analyst – Child Care (1 @ 100%)	1.00
Information Systems Analyst (1 @ 100%)	1.00
<b>TOTAL DHS IS FTE's</b>	<b>24.50</b>

DHS IS Staff shall oversee and coordinate the delivery of the project. ACCENT staff and other existing system developers shall act as existing system subject matter experts. The Test Manager shall plan and manage State staff during user acceptance testing.

<b>PROJECT ROLE</b>	<b>FTE ESTIMATE</b>
<b>F&amp;A, OIR Staff</b>	
State Project Manager (1 @ 100%)	1.00
Database Administrator (DBA) (1 @ 75%)	0.75
Quality Assurance Consultant (1 @ 100%)	1.00
OIR Developers (24 @ 50%)	12.00
OIR Infrastructure (1 @ 100%)	1.00
OIR Security (1 @ 30%)	0.30
Telecommunications Analyst (1 @ 100%)	1.00
<b>TOTAL F&amp;A OIR FTE's</b>	<b>17.05</b>

F & A OIR Staff roles are outlined in RFP Section A.12.

Infrastructure and Telecommunications roles shall manage the existing State infrastructure and shall participate with Contractor staff in engineering the infrastructure into which the application will be placed, and shall manage the hardware and network layers of the overall system.

The OIR Security role will approve the Security Plan and participate with the Contractor in the implementation of application and RACF security into the State's environment.

The OIR Developers support the current ACCENT application and shall act as existing system subject matter experts. During Post-Implementation, these roles shall assist the Contractor with some of the daily maintenance and support activities, as further described and limited in RFP Attachment 6.1, *pro forma* Contract Section A.36.a.

10. Delete RFP Attachment 6.1, *pro forma* Contract Section A.24.a.1) in its entirety, and insert the following in its place:

- A.24.a. During the three (3) months following Statewide implementation, V.I.P. shall be available and fully functional 99.0% of the time during core business hours and 30% of the time during non-core business hours, with scheduled down-time taking place during non-core business hours. 99.0% uptime for the defined daily core hours translates to 10 minutes of downtime per Core-Time-Day (1020 total minutes).

Following the initial three (3) month period, V.I.P. shall be available and fully functional 99.90% of the time during core business hours and 30% of the time

during non-core business hours, with scheduled down-time taking place during non-core business hours. 99.90% uptime for the defined daily core hours translates to 1 minute of downtime per Core-Time-Day (1020 total minutes).

Core business hours are defined by the State as 5:00 a.m. – 10:00 p.m. (CST), Monday through Saturday, including State holidays. Non-core business hours are defined by the State as 10:01 p.m. – 4:59 a.m. (CST) Monday through Saturday, all day on Sunday, and on selected State holidays as approved.

System response times will be calculated based on the average response time for several key transactions. System availability will be tracked throughout the day and averaged for core and non-core daily periods, with additional weekly and monthly averages.

11. Delete RFP Attachment 6.1, *pro forma* Contract Section A.26.c. in its entirety, and insert the following in its place:

A.26.c. Automated Software Testing Tool. The Contractor shall use the State-standard automated software testing tool, as defined in the Tennessee Information Resources Architecture in Contract Attachment J. The plan shall indicate how the Contractor will use the automated software testing tool during Testing.

12. Delete RFP Attachment 6.1, *pro forma* Contract Section A.33.b. in its entirety, and insert the following in its place:

A.33.b. State Service Portal, V.I.P. Contractor Responsibilities. The V.I.P. Contractor shall work with the State Portal Contractor to develop a seamless interface between V.I.P. and the State's existing portal.

1) Eligibility Self-Screening and Application Filing: The V.I.P. Contractor shall work with the State Portal Contractor to create a link from the State portal site to these new internet components, which the V.I.P. Contractor shall develop. To accomplish this, the Contractor for the new system shall do the following in the appropriate project phases:

- a) Include tasks and deadlines in the work plan related to the link from State's portal site to the V.I.P. internet components.
- b) Work with the State and the Portal Contractor to thoroughly test the link from the State's portal site to the V.I.P. internet components.

2) Childcare Enrollment Attendance and Verification (EAV): The V.I.P. Contractor shall work with the State Portal Contractor to provide information and to develop a seamless interface with the existing State portal EAV application. The V.I.P. shall process these transactions, update databases, extract information to respond to queries and pass data back to the portal application for presentation to the citizen or business. To accomplish this, the Contractor for the new system shall do the following in the appropriate project phases:

- a) Include tasks and deadlines in the work plan related to the integration of the portal application with the V.I.P.



- b) Develop specifications for the interface between the portal application and the new system. These specifications shall include, but are not limited to, formats, field definitions, whether data is optional or required, screen headings and field captions.
- c) Work with the State and the Portal Contractor to thoroughly test the integration of the portal application interface with the V.I.P.

13. Delete RFP Attachment 6.1, *pro forma* Contract Section A.106. in its entirety, and insert the following in its place:

A.106. Scope and Expected Outcomes for Pilot Deployment. The Contractor shall define the scope and expected outcomes for both software functionality and manual procedures.

14. Delete RFP Attachment 6.1, *pro forma* Contract Section A.107. in its entirety, and insert the following in its place:

A.107. Automated and Manual Data Conversion for Pilot Deployment of the V.I.P. The Contractor shall convert legacy data to the V.I.P. database in accordance with the detailed Conversion Plan. Included in the conversion of data is the populating of data necessary to make the V.I.P. a fully functioning system. The Contractor shall monitor the progress and quality of the conversion process and ensure that data shall be continually updated as changes occur in the source systems during data cleansing activities and manual data conversion activities. The Contractor shall maintain data integrity and validity of the converted data.

15. Delete RFP Attachment 6.1, *pro forma* Contract Section A.138. first requirement in performance standard table in its entirety, and insert the following in its place:

A.138. Performance Standards and Damages. The Contractor shall comply with minimum system and procedural performance requirements. At the first incident of failure to meet one or more of the defined performance standards the State, at its discretion, may request a corrective action plan and establish an extension date by which the Contractor shall correct the deficiency. Continued failure to meet performance standards may result in imposition of the damages established in this paragraph or in the State deeming the Contract to be in breach.

The following table defines the standards required for Contractor performance for the V.I.P. and the associated damages.

<b>PERFORMANCE STANDARDS</b>	
<b>Requirement</b>	<b>Damages</b>
The V.I.P. performance thresholds for application system response time as required by Section A.24.a.2).	One Thousand Dollars (\$1,000.00) per day
The V.I.P. performance thresholds for application system	Ten Thousand Dollars (\$10,000.00)

availability as required by Section A.24.a.1).	per day
Failure to provide periodic progress reports as required by Section D.10 within seven (7) calendar days of the request.	Five Hundred Dollars (\$500.00) per day
Failure to correct any defects covered by the warranty in A.139 within the timeframes stated in Section A.139.d..	Ten Thousand Dollars (\$10,000.00) per day
Failure of the operation of any software program prepared by the Contractor, or the provision of incorrect instructions by Contractor given for the implementation/operation/use of any software programs, or the failure of the Contractor to repair or have repaired defects known to the Contractor in any hardware under the direction or control of the Contractor, any of which results in the incorrect processing of, the incorrect information/text being printed on, or inserts being placed with, any notices or forms; incorrect issuance of benefits, or which results in the incorrect or untimely mailing of any document from the V.I.P..	<ul style="list-style-type: none"> <li>(a) The actual costs of mailing and postage;</li> <li>(b) The cost for the use of computer time chargeable to the Department of Human Services;</li> <li>(c) The cost required to correct the error; and</li> <li>(d) The value of incorrectly issued benefits.</li> </ul>

16. Delete RFP Attachment 6.1, *pro forma* Contract Section C.3. in its entirety, and insert the following in its place:

- C.3. Payment Methodology. The Contractor shall be compensated based on the Service Rates herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor's compensation shall be contingent upon the satisfactory completion of units of service or project milestones defined in Section A above. The Contractor shall be compensated based upon the following Service Rates:

<b><u>Total System Cost</u></b>		<b><u>\$(NUMBER)</u></b>
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The Total System Cost stated above shall be paid to the Contractor in installments contingent upon the completion of Development Phase Milestones, as follows:

<b><u>DEVELOPMENT PHASE MILESTONE</u></b>	<b><u>COST BY PHASE</u></b>	<b><u>RETAINAGE AMOUNT (2)</u></b>	<b><u>PAYMENT AMOUNT</u></b>
<b>Design Kick-off Phase</b> This is 1% of Total System Cost	\$(NUMBER)	None	\$(NUMBER)
<b>Design Phase</b> This is 40% of Total System Cost  <b><u>General Design</u></b> = 30% of total Design Phase Cost  <hr/> <b><u>Detail Design</u></b> = or 70% of Total Design Phase Cost	\$(NUMBER)  <hr/> \$(NUMBER)	None  <hr/> \$(NUMBER) 10% of Detail Design Phase	\$(NUMBER)  <hr/> \$(NUMBER)
<b>Construction Phase</b> This is 30% of Total System Cost (1)	\$(NUMBER)	\$(NUMBER) 20% of Construction Phase	\$(NUMBER)
<b>User Acceptance Test Phase</b> This is 10% of Total System Cost	\$(NUMBER)	None	\$(NUMBER)
<b>Implementation Phase</b> This is 10% of Total System Cost	\$(NUMBER)	None	\$(NUMBER)
<b>Post-Implementation Phase</b> This is 9% of Total System Cost	\$(NUMBER)	None	\$(NUMBER)

Upon completion of each Phase Milestone, the Contractor shall submit an invoice and Certification of Phase completion described in Section A of this Contract, in form and substance acceptable to the State, prior to any payment.

- (1) The Construction Phase payment shall be made in three (3) equal intervals based on the Contractor's approved timeline for the Construction Phase. The Contractor shall be paid a not-to-exceed (NTE) amount of 50% of the total Construction Phase Cost less the retainage amount, for intervals one (1) and two (2). The actual percentage paid in Intervals one and two shall be based on the percentage of modules in unit testing that are deemed successfully complete by the State, as further identified in Section A.78.a.. The retainage percentage for the Construction Phase will be applied to each interval's payment. The third payment amount shall be paid to the Contractor at the completion of this phase.
- (2) The total retainage amount shall be paid to the Contractor within thirty (30) days of completion of the User Acceptance Testing phase and the Implementation Phase in the following increments:

<b>Total Phase Amounts Retained</b>		<b>\$(NUMBER)</b>
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<b>Completion of User Acceptance Testing Phase</b>	Payment = 25% of Total Phase Amounts Retained		<b>\$(NUMBER)</b>
<b>Completion of Implementation Phase</b>	Payment = 75% of Total Phase Amounts Retained		<b>\$(NUMBER)</b>

The Contractor shall submit monthly invoices for Change Order Costs, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service for the amount stipulated.

#### **CHANGE ORDER RATES**

##### **SERVICE**

##### **PAYMENT RATE PER HOUR**

Senior Project Manager

Year 1

\$ [NUMBER AMOUNT]

Year 2

\$ [NUMBER AMOUNT]

Year 3

\$ [NUMBER AMOUNT]

Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Backup Senior Project Manager

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Senior Analyst

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Analyst

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Senior Programmer

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Programmer

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Database Coordinator

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Mainframe Operations Manager

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Mainframe Operations Specialist

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]

Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

Documentation Specialist

Year 1	\$ [NUMBER AMOUNT]
Year 2	\$ [NUMBER AMOUNT]
Year 3	\$ [NUMBER AMOUNT]
Year 4	\$ [NUMBER AMOUNT]
Year 5	\$ [NUMBER AMOUNT]

17. Delete RFP Attachment 6.1, *pro forma* Contract Attachment B, Item G. in its entirety, and insert the following in its place:

**G. On-line Appointment Tracking System (OATS).**

OATS was created to capture and track appointments for TennCare individuals. These individuals need a review of eligibility but are not known to ACCENT, so an appointment cannot be entered for them on ACCENT. For this reason, a separate system was developed to facilitate the identification and appointment scheduling for these individuals. OATS is an IMS DB/DC data base with IMS Teleprocessing and operates in the ACCENT region.

A file of individuals who need to be reviewed is sent from TennCare. These individuals are then loaded into the OATS system. TennCare mails a notice to the applicant/recipient informing him/her to call for an appointment for review of benefits, or his/her case shall be closed. When the applicant/recipient calls, the worker schedules an appointment on OATS. When the individual comes into the county office, the worker completes the ACCENT interactive interview. The worker then indicates on OATS that the individual kept the appointment. If he/she does not keep the appointment, a "no-show" appointment is indicated on OATS.

Two other files are also received from TennCare. These files update OATS with notice and flag information.

A daily extract from OATS is sent to TennCare with a record for each individual and his/her current activity. Several reports are created from this extract with information regarding activity on OATS and appointment timeframe. No interface between OATS and ACCENT occurs.

All of the functions of OATS shall be implemented in the V.I.P.

18. Delete RFP Attachment 6.1, *pro forma* Contract Attachment B, Item H. in its entirety, and insert the following in its place:

**H. CSR System – University of TN (U.T.) System**

The Customer Service Review is an independent review of proposed Families First case closures. It was implemented in 1998 to address concerns about the significant drop in the caseload during the first year of Families First implementation. The CSR program is responsible for conducting independent reviews of all proposed Families First specific closures. Contract staff from the University Of Tennessee College Of Social Work Office of Research and Public Service (UT-SWORPS) conducts the review and sends their findings to the Caseworker. The sole purpose of the CSR is to ensure that the case record reflects the appropriate outcome.

The CSR system is Internet-based, and is available to any authorized user through the web. It is administered by UT SWORPS, and is stored in an SQL database. The CSR database is connected to 2 Department of Health databases, also managed by SWORPS. The system provides DHS with weekly, monthly and special reports.

19. Add the following as Section I, to RFP Attachment 6.1, *pro forma* Contract Attachment B.

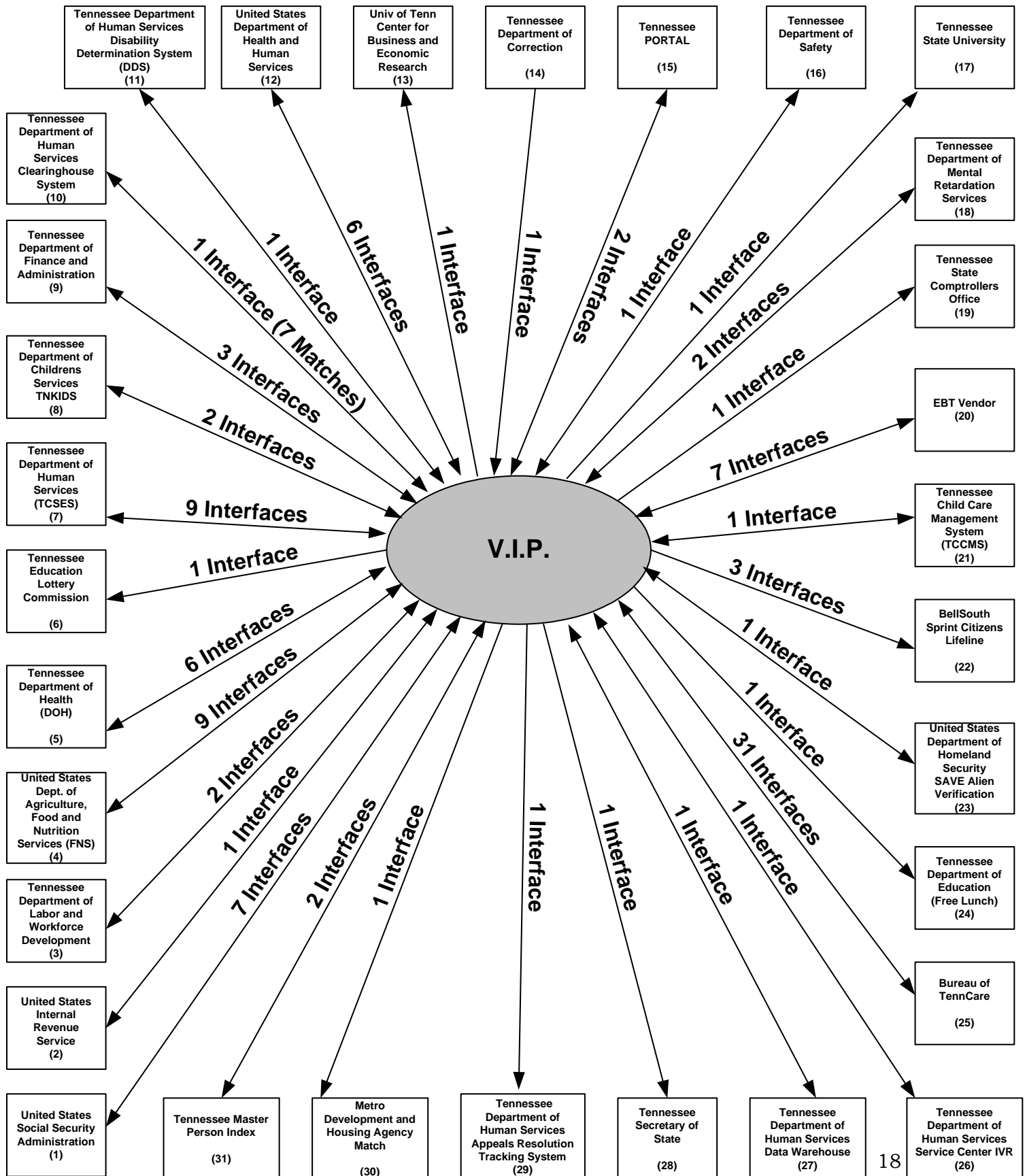
**I. Existing System Conversion Expectations**

<b><u>Existing System</u></b>	<b><u>Data Conversion Expectation</u></b>
Automated Client Certification and Eligibility Network for Tennessee (ACCENT)	All of ACCENT Data shall be converted to the V.I.P.
Claims On-line Tracking System	All of the Claims data shall be converted to the V.I.P.
Tennessee Child Care Management System (TCCMS)	Portions of the TCCMS data shall be converted to the V.I.P.
Job Training Partnership Act (JTPA)	All data from the JTPA system shall be converted to the V.I.P.
Case Reading Support System (CARESS)	None of the CARESS data shall be converted to the V.I.P.
Voter Registration Tracking System (VRTS)	All of the VRTS data shall be converted to the V.I.P.
On-line Appointment Tracking System (OATS)	It is not expected that the OATS data will require conversion to the V.I.P., however, if TennCare Standard re-verification is in process, approximately 155,000 current case client scheduling and tracking information will have to be converted to V.I.P.
CSR System – University of TN (U.T.) System	CSR history will not be converted to the V.I.P., but approximately 4,500 current cases in the sanction or closure process shall be converted.



20. Delete RFP Attachment 6.1, *pro forma* Contract Attachment D: V.I.P. Interface in its entirety, and insert the following in its place:

**RFP ATTACHMENT 6.1, PRO FORMA CONTRACT ATTACHMENT D:  
V.I.P. INTERFACE**



21. Add the following as section 31.1 to RFP Attachment 6.1, *pro forma* Contract Attachment D:  
V.I.P. Interface Contents:

31.1 Tennessee Master Person Index (MPI)

22. Delete RFP Attachment 6.1, *pro forma* Contract Attachment D, Item 20.3 in its entirety, and insert the following in its place:

### **20.3 Electronic Benefit Transfer (EBT) Vendor Child Care Case Set-up**

Existing Interface: No  
Existing Interface Method: Batch  
Proposed Interface Method: Batch

#### **System Interface with:**

**Agency:** EBT Vendor  
**System:** EBT

#### **Purpose of the interface**

To transfer files for Child Care to the EBT Vendor for the purpose of setting up and maintaining the client's child care EBT case. Tennessee is planning to expand the EBT program to include Child Care Attendance but at this time this expansion has not been designed by Tennessee or the EBT Vendor. An EBT Card could be issued to a parent when the parent is deemed eligible for child care assistance. The EBT card would be used to relay information to the provider regarding the parent's out-of-pocket responsibility and the state's contribution when the EBT card is swiped on a POS device at the child care center. The information from the card swipe on the child's arrival and departure times from the child care center would be used to determine payment amounts and attendance irregularities. The location of the card swipe could be recorded by EBT and populate in the new system.

#### **Platform**

**Hardware:** Unknown  
**Software:** Unknown  
**Database:** Unknown  
**Operating System:** Unknown

#### **Existing process for sending/receiving data**

CONNECT:DIRECT

23. Delete RFP Attachment 6.1, *pro forma* Contract Attachment D, Item 20.4 in its entirety, and insert the following in its place:

**20.4 Electronic Benefit Transfer (EBT) Vendor Child Care Time and Attendance**

Existing Interface: No  
Existing Interface Method: Batch  
Proposed Interface Method: Batch

**System Interface with:**

**Agency:** EBT Vendor  
**System:** EBT

**Purpose of the interface**

To transfer files for Child Care to the EBT Vendor for the purpose of reporting child care time and attendance. Tennessee is planning to expand the EBT program to include Child Care Attendance but at this time this expansion has not been designed by Tennessee or the EBT Vendor. An EBT Card could be issued to a parent when the parent is deemed eligible for child care assistance. The EBT card would be used to relay information to the provider regarding the parent's out-of-pocket responsibility and the state's contribution when the EBT card is swiped on a POS device at the child care center. The information from the card swipe on the child's arrival and departure times from the child care center would be used to determine payment amounts and attendance irregularities. The location of the card swipe could be recorded by EBT and populate in the new system.

**Platform**

**Hardware:** Unknown  
**Software:** Unknown  
**Database:** Unknown  
**Operating System:** Unknown

**Existing process for sending/receiving data**

CONNECT:DIRECT

24. Delete RFP Attachment 6.1, *pro forma* Contract Attachment D, Item 20.5 in its entirety, and insert the following in its place:

**20.5 Electronic Benefit Transfer (EBT) Vendor Families First Services Case Set-up**

Existing Interface: No  
Existing Interface Method: Batch  
Proposed Interface Method: Batch

**System Interface with:**

**Agency:** EBT Vendor  
**System:** EBT

**Purpose of the interface**

To transfer files for Families First Services for the purpose of case setup and maintenance. Tennessee is planning to expand the EBT program to include Families First Services attendance but at this time, this expansion has not been designed by Tennessee or the EBT Vendor. When each is designed the process will need to be modified to support this expansion of the EBT program. In practical terms, an EBT Card could be issued when a person is assigned activities to perform as part of the person's PRP (Personal Responsibility Plan). The EBT card would be used to relay information to the provider regarding the person's attending the activity.

**Platform**

**Hardware:** Unknown  
**Software:** Unknown  
**Database:** Unknown  
**Operating System:** Unknown

**Existing process for sending/receiving data**

CONNECT:DIRECT

25. Delete RFP Attachment 6.1, *pro forma* Contract Attachment D, Item 20.6 in its entirety, and insert the following in its place:

**20.6 Electronic Benefit Transfer (EBT) Vendor Families First Services Time and Attendance**

Existing Interface: No  
Existing Interface Method: Batch  
Proposed Interface Method: Batch

**System Interface with:**

**Agency:** EBT Vendor  
**System:** EBT

**Purpose of the interface**

To transfer files for Families First Services to the EBT Vendor for the purpose of Time and Attendance. Tennessee is planning to expand the EBT program to include Families First Services attendance but at this time, this expansion has not been designed by Tennessee or the EBT Vendor. When each is designed the process will need to be modified to support this expansion of the EBT program. In practical terms, an EBT Card could be issued when a person is assigned activities to perform as part of the person's PRP (Personal Responsibility Plan). The EBT card would be used to relay information to the provider regarding the person's attending the activity

**Platform**

**Hardware:** Unknown  
**Software:** Unknown  
**Database:** Unknown  
**Operating System:** Unknown

**Existing process for sending/receiving data**

CONNECT:DIRECT

26. Add the following as section 31.1 to RFP Attachment 6.1, *pro forma* Contract Attachment D:

### **31.1 Tennessee Master Person Index (MPI)**

Existing Interface: No  
Existing Interface Method: None  
Proposed Interface Method: On Line Real Time and Batch

<b><u>System Interface with:</u></b>
<b>Agency:</b> Tennessee F & A OIR <b>System:</b> MPI
<b><u>Purpose of the interface</u></b>
Interface with a central repository that maintains key identifiers and basic person demographic information for all citizens of Tennessee for the purpose of future data integration with the State Agency Systems. This interface will reduce redundant data and allow for the most current up-to-date identifier and person demographic information in the States information systems.
<b><u>Platform</u></b>
<b>Hardware:</b> Unknown <b>Software:</b> Unknown <b>Database:</b> Unknown <b>Operating System:</b> Unknown
<b><u>Existing process for sending/receiving data</u></b>
Unknown

27. Delete RFP Attachment 6.1, *pro forma* Contract Attachment G, Reference Number and Requirement GT7 and GT8 in their entirety, and insert the following in their place:

Reference Number	Requirement
	<b>General</b>
GT7	The application and Web presentation components shall utilize Web Sphere Application Server V5 (or higher) running on the z/OS operating system on an IBM z990 2084-305 mainframe server. The operating system shall be z/OS V1.4 (or higher).
GT8	The data base engine shall be DB2 V7 (or higher) or Oracle 9i (or higher). If the DB2 V7 (or higher) database engine is selected, it must run on the State's IBM z990 2084-305 mainframe server, under z/OS V1.4 (or higher). If the Oracle 9i (or higher) database engine is selected, it must run on one of the following: the IBM z990 2084-305 mainframe server under z/OS V1.4 (or higher), on the IBM z990 2084-305 mainframe server under SUSE z/Linux Enterprise Server 9, or in a SUN server environment under the Solaris 9 (or higher) operating system.



28. Delete RFP Attachment 6.1, *pro forma* Contract Attachment I, header sheet in its entirety, and insert the following in its place:

# **Attachment I**

## **Data Dictionary**

29. Delete RFP Attachment 6.3 Technical Proposal & Evaluation Guide - Section C - Technical Approach Items, C.1 Introduction & General Scope in its entirety, and insert the following in its place:

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C				
PROPOSER NAME:				
SECTION C — TECHNICAL APPROACH – INTRODUCTION & GENERAL SCOPE				
<p>The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:</p> <p><i>0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent</i></p> <p>The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.</p>				
Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	<b>C.1 Introduction &amp; General Scope</b>  The Proposer shall provide a narrative for each of the following items that confirms their understanding of the content of each section:			
	RFP 1.1 <u>Statement of Purpose</u>		1	
	RFP 1.1.1. <u>Background</u>		1	
	RFP 1.1.2. <u>Expectations</u>		1	
	RFP 1.1.3. <u>Objectives</u>		1	
	RFP 1.1.4. <u>Program Descriptions</u>		1	
	RFP 1.1.5. <u>Project Management &amp; Approach</u>		1	
	A.1. <u>General Scope.</u>		1	

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C				
Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
	A.5. <u>Comprehensive Project Plan.</u> As a part of the Project Proposal, the Proposer shall propose a Comprehensive Project Plan and shall include one (1) electronic copy and eighteen (18) hard copies.		1	
<b>Total Raw Weighted Score:</b> <i>(sum of Raw Weighted Scores above)</i>				
<b>Total Raw Weighted Score</b> <hr/> <b>maximum possible raw weighted score = 40</b> <i>(i.e., 5 x the sum of item weights above)</i>		<b>X 10</b> <i>(maximum section score)</i>	<b>=</b> <b>SCORE:</b>	

30. Delete RFP Attachment 6.3 Technical Proposal & Evaluation Guide – Section C – Technical Approach Items, Section C.25. Interface Matrix, C.26. Reports Matrix, C.27. Notices and Correspondence Matrix, and C.28. General and Technical Requirements Matrix in their entirety, and insert the following in their place:

## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER NAME:**

### SECTION C — TECHNICAL APPROACH - Interface Matrix

The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

**4 = Can Meet  
Requirement,  
Customization  
Required**

**5 = Can Meet  
Requirement, No  
Customization  
Required**

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.

Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	<p><b>C.25. Interface Matrix</b> The Proposer shall respond to each interface requirement exactly as represented and in the order provided in Contract Attachment D. RFP Attachment 6.11 Requirements Evaluation Template provides the format in which the Proposer shall indicate their ability to meet each requirement. This Microsoft Excel template, populated with the requirements from Attachment D, shall be used in the proposal and is found by selecting the link on the OCR website for the V.I.P. RFP 345.01-201. For each requirement, the Proposer shall indicate the most appropriate response value for each requirement from the list of valid values, which are:</p> <p>4 = Can Meet Requirement, Customization Required;</p> <p>5 = Can Meet Requirement, No Customization Required.</p> <p>Each individual requirement must contain a response or your proposal may be considered non-responsive.</p>		1 each	
<p style="text-align: right;"><b>Total Raw Weighted Score:</b> (sum of Raw Weighted Scores above)</p>				
<p style="text-align: center;"> <b>Total Raw Weighted Score</b>  <hr/> <b>maximum possible raw weighted score = 515</b>  <i>(i.e., 5 x the sum of item weights above)</i> </p>				<p style="text-align: center;"> <b>X 10</b>  <i>(maximum section score)</i> </p>
				<p style="text-align: center;"><b>= SCORE:</b></p>

## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER NAME:**

### SECTION C — TECHNICAL APPROACH - Reports Matrix

The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

**4 = Can Meet  
Requirement,  
Customization  
Required**

**5 = Can Meet  
Requirement, No  
Customization  
Required**

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.

Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	<p><b>C.26. Reports Matrix</b> The Proposer shall respond to each report requirement exactly as represented and in the order provided in Contract Attachment E. RFP Attachment 6.11 Requirements Evaluation Template provides the format in which the Proposer shall indicate their ability to meet each requirement. This Microsoft Excel template, populated with the requirements from Attachment E, shall be used in the proposal and is found by selecting the link on the OCR website for the V.I.P. RFP 345.01-201. For each requirement, the Proposer shall indicate the most appropriate response value for each requirement from the list of valid values, which are:</p> <p>4 = Can Meet Requirement, Customization Required;</p> <p>5 = Can Meet Requirement, No Customization Required.</p> <p>Each individual requirement must contain a response or your proposal may be considered non-responsive.</p>		1 each	
<p style="text-align: right;"><b>Total Raw Weighted Score:</b> (sum of Raw Weighted Scores above)</p>				
<p style="text-align: center;"> <b>Total Raw Weighted Score</b>  <hr/> <b>maximum possible raw weighted score = 220</b>  <i>(i.e., 5 x the sum of item weights above)</i> </p>				<p style="text-align: center;"> <b>X 10</b>  <i>(maximum section score)</i> </p> <p style="text-align: center;"><b>= SCORE:</b></p>

## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER  
NAME:**

### SECTION C — TECHNICAL APPROACH - Notices and Correspondence Matrix

The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

**4 = Can Meet  
Requirement,  
Customization  
Required**

**5 = Can Meet  
Requirement, No  
Customization  
Required**

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.

Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	<p><b>C.27. Notices and Correspondence Matrix</b> The Proposer shall respond to each notice and correspondence requirement exactly as represented and in the order provided in Contract Attachment F. RFP Attachment 6.11 Requirements Evaluation Template provides the format in which the Proposer shall indicate their ability to meet each requirement. This Microsoft Excel template, populated with the requirements from Attachment F, shall be used in the proposal and is found by selecting the link on the OCR website for the V.I.P. RFP 345.01-201. For each requirement, the Proposer shall indicate the most appropriate response value for each requirement from the list of valid values, which are:</p> <p>4 = Can Meet Requirement, Customization Required;</p> <p>5 = Can Meet Requirement, No Customization Required.</p> <p>Each individual requirement must contain a response or your proposal may be considered non-responsive.</p>		1 each	
<p style="text-align: right;"><b>Total Raw Weighted Score:</b> (sum of Raw Weighted Scores above)</p>				
<p><b>Total Raw Weighted Score</b></p> <hr/> <p><b>maximum possible raw weighted score = 540</b> (i.e., 5 x the sum of item weights above)</p>				
<p style="text-align: right;"><b>X 10</b> (maximum section score)</p>				
<p style="text-align: right;"><b>= SCORE:</b></p>				



## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER  
NAME:**

### SECTION C — TECHNICAL APPROACH - General and Technical Requirements Matrix

The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

**4 = Can Meet  
Requirement,  
Customization  
Required**

**5 = Can Meet  
Requirement, No  
Customization  
Required**

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.

Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	<p><b>C.28. General and Technical Requirements Matrix</b> The Proposer shall respond to each general and technical requirement exactly as represented and in the order provided in Contract Attachment G. RFP Attachment 6.11 Requirements Evaluation Template provides the format in which the Proposer shall indicate their ability to meet each requirement. This Microsoft Excel template, populated with the requirements from Attachment G, shall be used in the proposal and is found by selecting the link on the OCR website for the V.I.P. RFP 345.01-201. For each requirement, the Proposer shall indicate the most appropriate response value for each requirement from the list of valid values, which are:</p> <p>4 = Can Meet Requirement, Customization Required;</p> <p>5 = Can Meet Requirement, No Customization Required.</p> <p>Each individual requirement must contain a response or your proposal may be considered non-responsive.</p>		1 each	
<p style="text-align: right;"><b>Total Raw Weighted Score:</b> (sum of Raw Weighted Scores above)</p>				
<p><b>Total Raw Weighted Score</b></p> <p><b>maximum possible raw weighted score = 1,980</b> (i.e., 5 x the sum of item weights above)</p>				
<p style="text-align: right;"><b>X 35</b> (maximum section score)</p>				
<p style="text-align: right;"><b>= SCORE:</b></p>				

31. Delete RFP Attachment 6.3 Technical Proposal & Evaluation Guide - Section C - Technical Approach Items, C.30. V.I.P. Technical Architecture in its entirety, and insert the following in its place:

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C	
PROPOSER NAME:	
SECTION C — TECHNICAL APPROACH – V.I.P. Technical Architecture	
Proposal Page # (to be completed by Proposer)	Technical Approach Items
	<p><b>C.30. V.I.P. Technical Architecture</b></p> <p>The Proposer shall provide a narrative that confirms its understanding of and approach to meeting the requirements in:</p> <p><u>Contract Section A.4. Tennessee Information Resources Architecture,</u>  <u>A.4.a. Development Standards,</u>  <u>A.4.b. Framework Application Integrated into State Environment in Accordance with State Architecture,</u>  <u>A.4.c. Mandatory Requirements for Non-Standard Application Development and Support Software Products,</u>  <u>A.4.d. Software Compliance,</u>  <u>A.4.e. State Software Procurement,</u>  <u>and A.4.f. Contractor Software Procurement:</u></p> <p>The Proposer shall use the following outline for the provided narrative:</p> <p>General Architecture:</p> <ol style="list-style-type: none"> <li>The Proposer shall provide a narrative and supporting diagram that describes the proposed technical architecture, including all physical and logical servers, operating systems, Pre-Existing Application Software, Custom-Developed Application Software, Third-Party Software, COTS, Frameworks, Add-Ons, Plug-Ins, and Components to Plug-Ins. The Proposer shall use diagram reference numbers on the supporting diagram that link each piece of software in the diagram to the software listed in the templates found in RFP Attachments 6.12 and 6.13.</li> <li>The Proposer shall provide a description of their intent to develop any system components from “scratch”.</li> <li>The Proposer shall provide a description and samples of documentation that shall be supplied with the application. This documentation shall include a Users’ Manual, Quick Reference Users’ Document, Operations Manual, and a Procedure Manual or their nearest equivalent.</li> </ol> <p>All Software:</p> <ol style="list-style-type: none"> <li>The Proposer shall list all software that will be used in the development of the V.I.P., including Pre-Existing Application Software, Custom-Developed Application Software, Third-Party Software, COTS, Frameworks, Add-Ons, Plug-Ins, and Components to Plug-Ins. These software products shall be categorized as State Standard Software and Non-State Standard Software. Software that is categorized as State Standard is identified in the State’s Information Resources Architecture in Contract Attachment J. Software that is categorized as Non-State Standard is defined as software that is not listed in the State’s Information Resources Architecture, including the application software</li> </ol>

## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER NAME:**

### SECTION C — TECHNICAL APPROACH – V.I.P. Technical Architecture

Proposal Page # (to be completed by Proposer)	Technical Approach Items
	<p>solution (framework and other pre-existing application software).</p> <p>The template for documenting State Standard software is provided in RFP Attachment 6.12.</p> <p>The template for documenting Non-State Standard software is provided in RFP Attachment 6.13. For each Non-State Standard software listed on this template, the Proposer shall provide an assurance letter to confirm the State and Federal ownership of work products as required and documented in pro forma contract section E.6.a. and E.6.b. or shall provide written proof that the work product is commercially available to the general public. If the Proposer fails to provide the assurance letter for all proposed Non-State Standard software in the format subscribed by the State, the Proposal may be ruled non-responsive.</p> <p>Pre-Existing Software:</p> <p>e. For each pre-existing or COTS software in the proposed solution, the Proposer shall provide the following information regarding product history and development plans:</p> <ol style="list-style-type: none"> <li>1) the name and version of the package;</li> <li>2) by whom and for what purpose the application was originally developed;</li> <li>3) the age of the application and a history of significant upgrades, summarizing the enhancements made or defects fixed for each release and the development impact of each upgrade;</li> <li>4) the number of installations that currently use the application, and the version number of the package currently installed for each installation;</li> <li>5) and references for at least one customer currently using the application, including customer name, current address, and telephone number of at least two contacts for this customer, one (1) business and one (1) technical. These contacts shall have been verified within thirty (30) days prior to the proposal due date.</li> </ol> <p>The Proposer shall describe technical requirements and considerations, including but not limited to the:</p> <ol style="list-style-type: none"> <li>1) identification of the application's programming language(s) and version(s), including volume limitations that are designed into the application.</li> <li>2) confirmation that, if any of the above software deviates from State standards, this software shall conform to the requirements in Section A.4.c.</li> </ol> <p>f. For each <b>pre-existing or COTS software</b> in the proposed solution, the Proposer shall describe its current plans for the application. Any plans, no matter how tentative, for replacing the software, for selling it to another company, or for terminating it as an active product of the company, shall be described. Plans for enhancements to the application also shall be described. For each enhancement the Proposer shall:</p> <ol style="list-style-type: none"> <li>1) Describe the enhancement.</li> <li>2) Describe the impact the enhancement shall have on clients.</li> <li>3) Provide the scheduled date for the release.</li> <li>4) Describe the current status of the release.</li> </ol> <p>g. For each <b>pre-existing or COTS software</b> in the proposed solution, the Proposer shall describe the</p>

## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER NAME:**

### SECTION C — TECHNICAL APPROACH – V.I.P. Technical Architecture

**Proposal Page #  
(to be completed  
by Proposer)**

#### Technical Approach Items

extent to which the package will have to be modified to meet the State's requirements. The Proposer shall also describe how these modifications will impact the State's ability to install upgrades to the base product ongoing.

Non-State Standard Software:

- h. The Proposer shall indicate whether the proposed solution shall contain any non-standard application development and support software product(s), and the Proposer's plans to convert to State standards, by selecting one of the four possible responses:

- 1) "No non-standard products are being proposed."
- 2) "An existing proposed system currently contains non-standard product(s). The Proposer shall convert all of the non-standard product(s) to State standards, at no cost to the State."
- 3) "An existing proposed system currently contains non-standard product(s). The Proposer shall not convert any of these products to State standards."
- 4) "An existing proposed system currently contains non-standard product(s). The Proposer shall convert some but not all of the non-standard product(s) to State standards, at no cost to the State."

Proposers who propose the use of application development and support software product(s) in addition to or in lieu of State standards shall meet the requirements in RFP Attachment 6.1, pro forma Contract Section A.4.c. Proposers shall confirm that these requirements are met.

Proposers who propose to convert non-standard products to State standards shall describe any impact that the conversion process shall have on this project. The response should address, but not be limited to, the project schedule, vendor staffing, and State technical and personnel resources involvement. The State shall assess potential impact of the conversions on the project. Caution: do not include costs of any kind in this response.

If the Proposer answers with item 4 above, the Proposer shall indicate on the template for documenting Non-State Standard software, provided in RFP Attachment 6.13, which software items they intend to convert to State Standards.

If the Proposer answers with item 3 or 4 above, Proposers shall note that the State is under no obligation to accept any deviations from any standards. If deviations are proposed that are rejected by the State, the Proposer shall be willing to use products that adhere to State standards or have their Proposal ruled non-responsive.

- i. For each software product proposed which deviates from State Standards, the Proposer shall provide the following information (caution: do not include costs of any kind in the following information):

- 1) Product Name.
- 2) Manufacturer name, address, and phone number.
- 3) Manufacturer's length of time in business.
- 4) Age of product, latest version/release, and date of most recent version/release.
- 5) Product lineage since its introduction (include product name, company name, dates, etc.).

## TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

**PROPOSER NAME:**

### SECTION C — TECHNICAL APPROACH – V.I.P. Technical Architecture

Proposal Page # (to be completed by Proposer)	Technical Approach Items
	<p>6) Number of current product users (public and private entities – not individuals).</p> <p>7) Describe Proposer support including training, documentation, technical support line, and problem tracking/escalation.</p> <p>8) Names, addresses, and phone numbers of two current product users of the application similar to the database size, number of users, complexity, and technical environment as described in this RFP, for reference contacts.</p> <p>9) Proposed version of product, operating system version compatibility, other software compatibility.</p> <p>10) Requirements for installing and running product such as compilers, drivers, etc..</p> <p>11) Description of product functionality.</p> <p>12) Explanation of how the product is integrated into the proposed solution including the number of user licenses required in the State's environment, if applicable.</p> <p>13) How the State or its agents would use the product for customization, maintenance, adding additional functionality.</p> <p>14) How the State would use the product to satisfy business requirements, e.g. adhoc query, reporting, etc.</p> <p>15) Provide a statement regarding the financial strength and long-term viability of the manufacturer.</p> <p>16) Describe the training necessary for use of the product.</p> <p>17) Any other information which would assist the State in evaluating the possible use of the product.</p> <p>j. The Proposer shall describe their approach to minimize the introduction, acquisition, support, and maintenance of non-standard products within the State's Architecture information technology environment.</p> <p>Confirmation of Understanding:</p> <p>k. For this section, the only response required from the Proposer is a statement to confirm the Proposer's understanding of the evaluation process associated with non-standard products.</p> <p>1) For Proposers who propose non-standard products, the State shall base its evaluation scores on the content of the responses to the deviation sections, as well as additional State evaluation of the products proposed. The Proposal responses shall be evaluated by a separate Software Deviations evaluation group. When the Software Deviations evaluation group has completed its work, it shall produce a report that shall be sent to the Technical Architecture Evaluation Team.</p> <p>2) The State's evaluation shall focus on the impact of introducing the new product(s) into the State's technical environment. The information provided by the Proposer shall be the basis for the State's research, which shall include, but not be limited to: consultation with independent group(s) specializing in information system trends reporting, reference checks with current users, and other such data gathering activities.</p> <p>3) The State shall also consider the long-term impact of introducing non-standard products into its technical architecture. Factors considered shall include, but not be limited to: skill acquisition and retention for support of the product(s), the product(s)' potential future compatibility with the State's changing technical architecture, and the general position of the product(s) in the current information technology environment.</p>

**TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C**

**PROPOSER NAME:**

**SECTION C — TECHNICAL APPROACH – V.I.P. Technical Architecture**

**Proposal Page #  
(to be completed  
by Proposer)**

**Technical Approach Items**

4) Based on the results of this evaluation, Proposals that propose non-standard products may be determined non-responsive.

**C.30. V.I.P. Technical Architecture**

**80**  
*(maximum section score)*

**SCORE:**

32. Delete **RFP Attachment 6.4 Part A Cost Proposal & Scoring Guide** in its entirety, and insert the following in its place:

## COST PROPOSAL & SCORING GUIDE

**NOTICE TO PROPOSER:** This Cost Proposal **MUST** be completed **EXACTLY** as required.

**PROPOSER NAME:**

**SIGNATURE & DATE:**

*NOTE: The signatory must be an individual or a company officer empowered to contractually bind the Proposer. If the Signatory is not the Proposer company president, this Cost Proposal SHALL attach evidence showing the Signatory's authority to bind the Proposer.*

### COST PROPOSAL SCHEDULE

The proposed cost, detailed below, shall indicate the proposed price for providing the entire scope of service including all services as defined in the RFP Attachment 6.1, *Pro Forma* Contract Scope of Services for the total contract period. Costs in this section shall include the total application development cost, including the initial cost for Pre-Existing Application Software, Custom-Developed Application Software, Non-State Standard Third-Party Software, Non-State Standard COTS, Add-Ons, Plug-Ins, Components to Plug-Ins, and all associated annual license and product upgrade fees for the duration of the contract. See Attachment 6.10. for definitions of software types. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the State. All monetary amounts are United States currency.

For purposes of establishing the annual license and product upgrade fees that will be included for the duration of the contract, the vendor should assume a duration as described above in RFP Attachment 6.3, Section C, Item C.2., Implementation Schedule.

The Proposer may enter zero (0) in a required Proposed Cost cell; however, the Proposer **must not** leave any required Proposed Cost cell blank. For evaluation and contractual purposes, the State shall interpret a blank Proposed Cost cell as zero (0).

Cost Item Description	Proposed Cost	State Use
		Cost
TOTAL APPLICATION DEVELOPMENT COST		

*The RFP Coordinator shall use the evaluation cost amount derived from the proposed cost amounts above and the following formula to calculate the COST PROPOSAL SCORE. Calculations shall result in numbers rounded to two decimal places.*



**Evaluation Cost Amount:**

**lowest Evaluation Cost Amount from all  
Proposals**

**Evaluation Cost Amount  
being evaluated**

**X 510**  
(maximum section score)

**= SCORE:**

33. Delete RFP Attachment 6.6 Personnel Resume Format in its entirety, and insert the following in its place:

## **RFP ATTACHMENT 6.6 PERSONNEL RESUME FORMAT**

Individual's Name  
Proposed Position  
Education Background

### **WORK EXPERIENCE**

For **each** employer, provide the following information; indicate the most recent experience first.

- A. Employed from \_\_\_\_\_ to \_\_\_\_\_  
Employer's Name  
Job Title  
Project 1:  
    Client's Name (if different from employer's)  
    Project Name  
    Project Start and End Date (include percent of time allotted to the project)  
    Description of Project  
    Individual's Job Title (include length of time position held)  
    Individual's Project Duties and Responsibilities  
    Individual's Experience With The Following (If Applicable):  
        analysis and planning of systems  
        project management  
        system implementation  
        structured techniques  
        information engineering methodology  
        design and development or customization of systems  
        capacity planning and evaluation  
        developing training curricula  
        training users, operators, and/or technical personnel
- Project 2:  
    Client's Name (if different from employer's)  
    Project Name  
    Project Start and End Date (include percent of time allotted to the project)  
    Description of Project  
    Individual's Job Title (include length of time position held)  
    Individual's Project Duties and Responsibilities  
    Individual's Experience With The Following (If Applicable):  
        analysis and planning of systems  
        project management  
        system implementation  
        structured techniques  
        information engineering methodology  
        design and development of customizing of systems  
        capacity planning and evaluation  
        developing training curricula  
        training users, operators, and/or technical personnel
- Project 3: *(continue project sections as needed)*



Reference 1:

Name  
Address  
Position  
Current Telephone Number

Reference 2:

Name  
Address  
Position  
Current Telephone Number

**B.** Employed from \_\_\_\_\_ to \_\_\_\_\_  
Employer's Name  
Job Title

Project 1:

Project 2:

Project 3: *(continue project sections as needed)*

Reference 1:

Reference 2:

**C.** *(continue employment sections as needed)*

34. Delete RFP Attachment 6.10 Glossary, item COTS in its entirety.
35. Delete RFP Attachment 6.10 Glossary, item Framework in its entirety.
36. Delete RFP Attachment 6.10 Glossary, item OATS in its entirety, and insert the following in its place:

**(OATS) On-line Appointment Tracking System** – This system currently interfaces with the TennCare system and is used for (TCS) TennCare Standard client scheduling and tracking of flags, renewal notices, approvals, denials, etc. It is expected that V.I.P. will eliminate the need for OATS.

37. Delete RFP Attachment 6.10 Glossary, item “Software Types” in its entirety, and insert the following in its place:

### **Software Types**

(COTS) Commercial Off-The-Shelf Software - Software with pre-built components that is designed to be sold on the open market and is available for purchase from a commercial vendor.

Custom-Developed Application Software – Any application software developed for the State of Tennessee, using State’s moneys, during the V.I.P. project.

Framework - A pre-existing, reusable, semi-complete application which can be customized to meet system requirements.

Non-State Standard Third Party Software, Add-Ons, Plug-Ins, and Components to Plug-Ins – Software that is not included as a State standard in the Tennessee Information Resources Architecture in Contract Attachment J. Note that these products may be subject to restrictions imposed by the State to prevent the introduction of Non-State Standard Software. (Examples: specialized software, software development tools; database management systems)

Pre-Existing Application Software – Any pre-existing application software, including, but not limited to complete packages, subroutines, builds, and/or individual lines of software code that is proposed as a part of the overall V.I.P. solution. For example, the vendor may propose a previously developed package or some portion of a pre-existing package with the intent of modifying this software to meet Tennessee’s needs. Note that this definition does not include specialized third-party software, add-ons, plug-ins, or components/objects to plug-ins.

State Standard Third Party Software, Add-Ons, Plug-Ins, and Components to Plug-Ins – Software that is included as a State standard in the Tennessee Information Resources Architecture in Contract Attachment J. (Examples: specialized software, such as Word or Excel; software development tools; database management systems)

38. Delete RFP Attachment 6.11 Requirement Evaluation Template in its entirety, and insert the following in its place:

### **RFP ATTACHMENT 6.11 REQUIREMENT EVALUATION TEMPLATE**

RFP Attachment 6.11 Requirement Evaluation Template, populated with the requirements from RFP Attachment 6.1, *pro forma* Contract Attachments D, E, F, and G is found by selecting the link on the OCR website for the V.I.P. RFP 345.01-201.

39. Delete RFP Attachment 6.13 Proposed Non-State Standard Software for V.I.P. Technical Architecture in its entirety, and insert the following in its place:

**RFP ATTACHMENT 6.13 PROPOSED NON-STATE STANDARD SOFTWARE FOR V.I.P. TECHNICAL ARCHITECTURE**

PROPOSED NON-STATE STANDARD SOFTWARE								
Ref. #	Software Title	Software Category	Will Convert to State Std. (Y/N)	Diagram Reference	Software License			For State Use Only
					License Type	License Requirements	Expected Product Upgrade Dates, if known	
NS1								
NS2								
NS3								
NS4								
NS5								
NS6								
NS7								
NS8								
NS9								
NS10								
NS11								
NS12								
NS13								
NS14								

The other terms and conditions of this Request for Proposal not amended hereby shall remain in full force and effect.